



FAQs on Kurnia Mobile

1. What is Kurnia Mobile?

Kurnia Mobile is a mobile insurance application and an extension of Kurnia e-Cover System that provides Kurnia agents with the convenience in transacting business, accessing customers' information and monitoring their business on-the-go using their iPhone.

2. How do I install Kurnia Mobile on my iPhone?

You can download and install Kurnia Mobile on your iPhone free of charge from [Apple iPhone App Store](#).

3. What are the minimum requirements for installing Kurnia Mobile application and accessing to its services?

Kurnia Mobile application can be installed on and accessed from any iPhone models running iPhone OS 3.2 or higher with 3G/GPRS/EDGE mobile access.

4. How do I register to access to Kurnia Mobile services?

No registration is required for agents who are Kurnia e-Cover users since both systems can be accessed using the same login ID and password. If you are unable to login to the system, kindly contact our Kurnia Careline Toll Free No. 1-800-88-6333 for assistance.

5. What should I do if I lose my iPhone with Kurnia Mobile installed?

Since Kurnia Mobile application does not store any information in your iPhone and access to its services requires logging in to the system with your login ID and password that is only known to you, no deactivation process is necessary. However, please avoid storing your login account details and other sensitive information in your iPhone to prevent any unauthorized access.

6. What are the services available in Kurnia Mobile for agents?

The debut services include:

- Express Motor Policy Renewal
- Motor Policy Enquiry
- JPJ e-Insurans Status Enquiry
- Daily Sales Report
- KAA One Touch
- Branch Locator
- JPJ Police Summon Enquiry
- ISM Public NCD Enquiry
- ISM Sum Insured Value Enquiry
- Latest Vehicle Registration Enquiry
- Emergency Services Directory
- Forex Update
- Link to MyEG for Road Tax Renewal

More new services will be implemented from time to time.

7. What is Express Motor Policy Renewal?

Express Motor Policy Renewal service provides a fast and simple way to renew your customer's policy by automatic retrieval of details from the previous policy and minimal mandatory data entry. Editing of other data is done only when necessary. This service is not applicable for policies involving transfer of interest.

8. How do I edit other insurance details while accessing the Express Motor Policy Renewal service?

Select the category of the data that you want to edit such as "Vehicle Details", "Name Driver Details" or "Extra Coverage Details" and click on the "Edit" button to start editing.

9. Can I enquire client profiles created in Kurnia e-Cover via Kurnia Mobile?

Yes, you can access to your clients details by providing their Name, Business Registration No., New IC No. or Old IC No. as search keys.

10. Can I access to my clients' motor policy information?

Yes, Kurnia Mobile Motor Policy Enquiry allows you to access to your clients' motor policy information using Vehicle Registration No., Cover Note No. and Policy No. as search keys.

11. Can I issue endorsements via Kurnia Mobile?

No. Endorsement module is not included in this Kurnia Mobile version.

12. Does the Vehicle Market Valuation apply in Kurnia Mobile?

Yes. System will automatically display the Vehicle Market Valuation after the Vehicle Details and Variant-Series-Transmission are keyed in.

13. How do I print cover notes issued via Kurnia Mobile?

There is no printing option available in Kurnia Mobile via your iPhone. However, you can login to Kurnia e-Cover System from your office desktop computer or laptop to print the cover note.

14. Can I cancel a cover note using Kurnia Mobile?

No, this feature is not available in Kurnia Mobile. Cancellation of cover note can be performed in Kurnia e-Cover System accessed via your office desktop computer or laptop.

15. Who can I contact if I have queries or require assistance with Kurnia Mobile application?

You may contact our Kurnia Careline Toll Free Number at 1-800-88-6333 for assistance or email to support@kurnia.com.